DEPARTMENT OF REHABILITATION

Employment, Independence & Equality

To: Local Workforce Investment Area Directors

Subject: One-Stop Career Center Resources and
Training for Serving Consumers with
Disabilities

August 20, 2003

The Department of Rehabilitation (DOR) in coordination with the Employment Development Department (EDD) and the California Workforce Investment Board (CWIB), through the Universal Access Workgroup (UAWG), was awarded a grant from the Governor's 15% Workforce Investment Act (WIA) Discretionary Fund. The UAWG is an interagency collaborative work group of the CWIB that works toward policy development and capacity building related to program and physical access issues for individuals with disabilities in the workforce development system.

As part of this grant, a contract was awarded to the City of Los Angeles Community Development Department for the development and implementation of a self-sustaining training program for the 50 Local Workforce Investment Areas (LWIA). This program is intended to provide ongoing training that is locally based and focused on disability sensitivity and awareness to increase participation and improve outcomes for One-Stop customers with disabilities. This training program, EmployABILITY, will be available to the 50 LWIAs in California beginning September 2003.

"EmployABILITY" is a program specifically designed to provide resources and training to increase the capacity of One-Stop Centers to serve persons with disabilities. Three key components of the program will be adapted for statewide expansion through the EmployABILITY project. These components include: 1) Legacy staff training, 2) access to online resources and information, and 3) strategies for strengthening local partnerships.

The EmployABILITY program will include:

(1)   Legacy Claeeroom Training
A one-day (6 hour), live classroom training on "One-Stop Access for Persons with Disabilities" will be offered beginning in September 2003. This highly interactive class incorporates games, team problem-solving exercises and role-playing to equip participants with the knowledge and skills needed to make One-Stop services accessible to persons with disabilities. Topics covered in this course include: facts and myths about various types of disabilities; customer service/etiquette; federal and state disability law (ADA & FEHA); physical and program accessibility; assistive technology; and additional resources available to One-Stop Centers. This course will also be available online. Live training sessions will be hosted and conducted in each LWIA by certified Legacy Trainers from Goodwill Industries.

A Certificate of Completion from the CWIB will be awarded to each person who completes the live training. Each LWIA will receive a facilitator's handbook and edited video of the live training so that this training may continue as new staff come on board.

(2)   Online Distance Learning
The Legacy distance learning system will be available statewide in August 2003. It is an interactive, internet-based online training system that allows each participant to complete courses at his/her own pace and timing. The Legacy online curriculum includes eight courses developed specifically for One-Stop and partner staff to acquire knowledge of disability etiquette, law, assistive technology and reasonable accommodations for persons with various types of disabilities including: vision impairments; HIV/AIDS; psychiatric disabilities; cognitive & learning disabilities; communication (hearing & speech) disorders; mobility impairments and work-related injury; and substance dependence.

(3)   EmployABILITY Resource Guide
Beginning in August 2003, all LWIA's and One-Stops will have access to an online directory of national and local resources and services available to enhance the delivery of services to persons with disabilities. Topic areas include: training resources, disability law (existing and pending), One-Stop Career Center assistive technology, screening tools and forms, benefits planning information, glossary of disability terms, disability etiquette, and
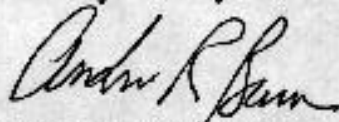
links to disability websites on a wide variety of topics. This directory may be printed as a desktop resource.

The Resource Manual will be hosted on the EmployABILITY Network website (www.employ-ability.org), which also provides a broad range of information about job search and workplace accommodation strategies for persons with disabilities. In addition, links will be available on EDD, CWIB, and DOR web pages. This web site includes two separate sections that address the specific needs of One-Stop Centers and employers.

Representatives from EmployABILITY will begin contacting LWIBs in July 2003, to introduce the program, identify a point of contact, and begin scheduling live trainings. Rollout of live trainings will begin in the Los Angeles Area. The representatives can also provide assistance to One-Stop Career Centers with technical issues in accessing the online training. Enclosed you will find "User System Requirements" needed to access the online resources and training described above.

It is anticipated that the Legacy Trainers will assist LWIAs to strengthen and expand local partnerships. Hopefully, this type of collaboration will maximize financial resources and enhance services to job seekers with disabilities.
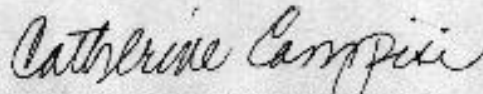
Thank you for your time and participation in this program.

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Enclosure

LEGACY Online Interactive Training System
User System Requirements

The following computer and online system requirements **must be met** in order for users to access the LEGACY online training system:

1. **Web Browser: Internet Explorer 5.0 or greater**

2. **Current operating system**
   - **Windows users: Windows 98, 2000 or Windows XP**
   - **Macintosh users: OS 9.1 or greater**

Older operating systems may not function with 100% compatibility. However, if an older operating system must be used, the web browser must be **Internet Explorer 5.0 or greater.**

3. "Cookies" in the web browser must be enabled.

Check your Internet Explorer Help Section for information on how to enable cookies.

4. JavaScript must be enabled in the web browser.

JavaScript is automatically enabled with the security **default setting**. Instructions for making default or custom settings are provided in the **Internet Explorer Help** section under "security", or by clicking on "Tools" on the toolbar, then selecting "Internet Options", and "Security".

5. Make sure that "Caps Lock" is off (NOT Engaged). PASSWORDS ARE CASE SENSITIVE.

6. If computer operates behind a firewall make sure the firewall is set to accommodate traffic to and from Legacy.

Instructions for LEGACY student registration and class enrollment are provided at:

http://www.employ-ability.net/legacy